



WINTER SUPPORT FUND

END PROJECT REPORT

VERSION 1.0

8 JANUARY 2022

Project/Programme Name	Winter Support Fund		
Organisation Name	The Gowanbank Hub SCIO The Hub &Crisis Support Center		
Project/Programme Manager	Billy Coull		
Start Date		Completion Date	

PART 1: PROJECT CLOSURE

PURPOSE OF THE PROJECT

The purpose of the Winter Support fund was to distribute small grants to individuals and families within within the local community who where (i) in receipt of low incomes and (ii) where in immediate crisis. The grant was determined to be between to between the sum minimum of £50 and maximum of £100 per family.

OBJECTIVES ACHIEVED

The main objective of the project was to provide small grants to households on low income to meet essential costs over the holiday period. Our initial aim was to provide support to 50 families.

We are pleased to confirm that we have provided support to over 70 families across the Greater Pollok area.

ACCEPTANCES AND SIGN-OFFS

1. I / We Billy Coull the Chief Executive officer for and behalf of The Gowanbank Hub herby do declare that the information contained herein is true and accurate to the best of my knowledge and belief.
2. I do declare the Grant provided to us from the corra foundation on behalf of the Scottish government has been spent for the purpose in which it was proposed.

3. I do declare that the transaction information provided are accurate as shown on all financial records kept by us.

Signed :

RISKS AND ISSUES

1. We identified a risk in which people may try to manipulate the application process. To overcome this issue we put in place control measures that would identify duplicate applications, applications made from the same household , or multiple applications made from the same device.
2. We identified a risk that persons who lived outside the community boundaries may apply using addresses of family members and or friends. We put in place control measures to check the information provided by applicants and where any concern was raised put in place measures to verify information provided.
3. We identified a risk that applications may try to provide false or misleading information. We put in place measures to verify all information provided to validate information.

PART 2: REVIEW OF THE EFFECTIVENESS OF PROJECT MANAGEMENT

GOVERNANCE

The project was well organized and structured in a way that human interaction and technology worked together for the benefit of the community.

The roles in reaction to the management of the project were made clear and was segmented into four areas. Technical, communication, Administrative and Scrutiny.

Technical: responsible for overseeing applications, Validation API and Risk management processes.

Communication and administrative: Providing and answering questions in reaction to applications and validation of information where needed.

Scrutiny: Ensuring that all decisions made were fair.

PLANNING AND CONTROL

All planning and control measures put in place were accurate and effective helping to ensure timely processing and payment of applications.

STAKEHOLDER MANAGEMENT

Stakeholders were identified as the individuals or group of people who would engage with us for the purpose of obtaining support in the form of a grant.

Stakeholders engaged as expected and from our end of project 360 survey were satisfied with the engagement process.

SUPPLIER MANAGEMENT

The selected process of application was appropriate for the management of this project. The suppliers chosen were highly effective as it reduced the need for manual due diligence and risk management process. There was a slight technical issue on the provision of service user banking information. This issue was resolved in 4 minutes of identification.

Suppliers for the purpose of processing applications

1. Forms.app
2. 192.com business services
3. Excel sms sender
4. Starling Bank

QUALITY MANAGEMENT

We provided over 70 households within the local Greater Pollok community with grants ranging from £50 - £100. With using a totally IT based application process we were able to verify information provided with limited human interaction. We formed a scrutiny board that made up of members of the community that overseen the decision process to ensure the decisions were fair and just.

There was one minor technical issue that was resolved within 4 minutes of identification.

RISK AND ISSUE MANAGEMENT

The risk management process was highly effective, by using secure API service from a major data verification source we reduced time constraints in assessing and payment of grants. No problems occurred that could not have been predicted.

PART 3: SHARING LESSONS LEARNED

RECOMMENDED GOOD PRACTICES

We introduced a robust privacy policy that allowed room validation of information using third party providers, we introduced a responsive communication and response policy, and a tight risk management process as well as a scrutiny panel to oversee fair decision process.

LESSONS LEARNED

It was noted that the application form was very fast and moved quickly. In future forms will be designed in basic php and HTML format.

Overview of beneficiaries:

How many adults live in your household (79)

57%

1 Adult

45

35%

2 Adults

28

8%

2+ Adults

6

How many children live in your household? (79)

32%

1 Child

25

29%

2 Children

23

20%

Not Applicable

16

13%

3 Children

10

6%

3 + Children

5

Ages of Adults (97)

57%

Young adults (ages 18–35 years)

55

35%

Middle-aged adults (ages 36–55 years)

34

8%

Older adults (aged older than 55 years)

8

Ages of Children (124)

16%

Preschoolers (3-5 years)

20

16%

Middle Childhood (6-8 years)

20

15%

Middle Childhood (9-11 years)

19

13%

NA

16

11%

Young Teens (12-14 years)

14

11%

Teenagers (15-17 years)

14

6%

Toddlers (1-2 years)

8

6%

Infants (0-1 year)

7

5%

Toddlers (2-3 years)

6

How the grant was awarded was used (196)

27%

Food

52

24%

Essential Living Costs

48

19%

Fuel

37

14%

END PROJECT REPORT

Clothing

27

9%

Household Items

17

8%

Toys and Gifts

15

Service User End of Project Feedback Responses :

1. How did you find your the application process.

75%

Very Easy

25%

Very Easy

2. How effective do you we communicated with you about your application?

75%

Very Effective

25%

Effective

Did you receive your grant payment within 3 working days after your decision notice?

100%

Yes

0%

No

Communication

If you where contacted by a member of our team, did they listen well

0%

No

100%

Yes

Did the team member communicate well with you?

0%

No

100%

Yes

Did this team communication in a clear, concise and organised manner?

5%

No

95%

Yes

Note : I was hard of hearing, although not the ladies fault.

Problem-Solving Skills Evaluation

Did the team member ask questions to evaluate issues?

25%

No

75%

Yes

Note: couldn't input bank details on payment portal. Although solved

Did the team members react quickly and appropriately to unexpected challenges?

75%

Yes

25%

Partly

Note: problem on payment payment page solved quickly.

Are the team members solutions to problems and challenges clear and effective?

75%

Yes

25%

No

Feedback:

"This grant helped me pay some bills as iv had no money for weeks due to a new claim for universal credits so it helped me alot thanks"

"the people I delt with were amazing"

"Helped so much as I have a disabled daughter so helped us as family"

"It helped me buy food and presents for my kids"

"Excellent service at the hub they are really helpful and very understanding and do a great job helping the local community"

"Excellent service thanks soo much"

“It helped ease some of the financial strain over the Christmas period so it helped my family alot. Thank you”

“Even though there was a technical issue the team sorted it as quickly as they could and paid out the grant before they closed over Christmas so i wasnt struggling over Christmas and left until they went back to pay it. They made sure that it got paid.”